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MINISTRY OF CITIZENSHIP, CULTURE
AND RECREATION

1998-1999 Business plan

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MINISTER'S MESSAGE

MINISTRY OF CITIZENSHIP, CULTURE AND RECREATION

1998-99 Business Plan



Ontario



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MINISTER'S MESSAGE



Hon. Isabel Bassett

I am very pleased to present my ministry's 1998-99 business plan. In it you will find the key achievements of the past year and commitments for the current year.

This is a year of great promise for the Ontario Ministry of Citizenship, Culture and Recreation. As we approach the millennium there is much for us to reflect upon and look forward to. The government is listening to Ontarians and responding to their wish to live in communities where the principles of good citizenship are developed, equal opportunity is championed, arts and culture thrive, our rich heritage is valued and protected, and recreation is safe and accessible to every member of the family.

Ontario's commitment to human rights and equality is a fundamental reason why Ontario is the best place in the world to live, work and raise a family. The government is working to remove barriers faced by people with disabilities and to make sure that all people in Ontario have a chance to contribute to and share in our growing prosperity.

For many years I have been a strong proponent of the enormous value of arts and culture in our society. Not only do they enrich our lives and our communities, but they add greatly to the economy, providing exciting opportunities in jobs, investment and tourism.

I have been very impressed, as well, with the achievements of Ontario's amateur athletes and the dedication of the people who organize, administer and sponsor sport and recreation in communities throughout the province. The ministry will continue to work with our partners to encourage the active participation of Ontarians in physical activity.

The 1998 Ontario Budget included a number of important initiatives that will focus and highlight the work of the ministry over the next year. There are proposed measures to help people with disabilities to get jobs, and an array of important initiatives designed to increase investment and create jobs in Ontario's arts and cultural industries.

This ministry is a partnership among all of us who have an interest in citizenship, culture and recreation in Ontario. 1998-99 promises to be an exciting year of challenges and accomplishments for us all.

A handwritten signature in dark ink that reads "Isabel Bassett". The signature is fluid and cursive, with the first name "Isabel" written in a larger, more prominent script than the last name "Bassett".

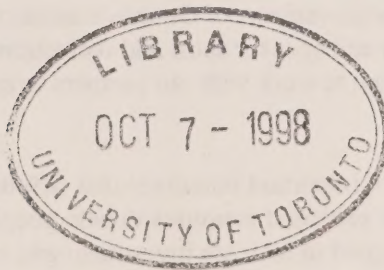
The Honourable Isabel Bassett
Minister of Citizenship, Culture and Recreation

MINISTRY VISION

The people of Ontario live in communities that are fair, creative and active. The vision of the Ministry of Citizenship, Culture and Recreation is to build on these qualities. We see Ontario communities where self-reliance and the volunteer spirit go hand in hand, and where:

- human rights are respected and we work together for the elimination of discrimination;
- diversity is celebrated;
- the most vulnerable are protected and supported;
- the principle and practice of voluntarism is embraced;
- arts, culture, sports and recreation thrive and add economic vitality across the province;
- all Ontarians have access to the historical record of their society.

The ministry seeks to improve the quality of life for Ontarians through support for responsible citizenship, by fostering vibrant cultural and arts sectors, and by promoting participation in recreation. We work with our sector organizations to build new partnerships and help them become more self-reliant. These efforts will create stronger organizations and contribute to Ontario's economic growth and the continued vitality of communities across the province.



ANNUAL REPORT ON KEY ACHIEVEMENTS AND COMMITMENTS

1997-98 Achievements

Contribution of Arts and Culture to Ontario's Economy

Ontario's cultural industries and organizations are creators and conveyors of our cultural identity and generators of jobs. The Ontario Film and Television Tax Credit provided tax relief to 130 domestic film and television productions, helping boost overall production activity in the province to \$718 million for the year and sustaining thousands of jobs. Legislation was passed to establish the Ontario Computer Animation and Special Effects Tax Credit, which will promote investment and job creation in this expanding, future-oriented segment of the film industry.

The ministry's prestigious annual Trillium Book Award celebrated Ontario's authors and publishers with eight English and five French nominations, reflecting a wealth of perspectives and genres. Legislation was also passed to establish the Ontario Book Publishing Tax Credit, which will encourage Ontario-based book publishers to invest in new Canadian talent.

Ontario's provincially-funded cultural agencies, science centres and community museums attracted approximately 6.1 million visitors in 1997-98, an increase of two per cent over the previous year. A 1996 study indicated that organizations funded by the OAC provide work for more than 36,000 people. Through the Network 2000 project, a partnership with the private sector, 50 public libraries expanded access to information by upgrading their connections to the provincial electronic library system.

Promotion of Human Rights, Equal Opportunity and Responsible Citizenship

The ministry supported equal opportunity initiatives along with Ontario employers and employees. The award-winning Equal Opportunity website averaged 15,000 hits per week, presented five on-line conferences and received positive feedback on the breadth and usefulness of information provided. The ministry worked with the Alliance of Manufacturers & Exporters Canada to produce an employers' equal opportunity guidebook and with the Canadian Federation of Independent Business to make an equal opportunity information bulletin available to 40,000 Ontario small businesses. A project with the Canadian Council on Rehabilitation and Work matched employers with job seekers who have disabilities. To help people trained outside Canada gain access to professions and trades, the ministry worked with regulating bodies to produce information kits on nine occupations. The Access Fund, delivered by the Ontario Trillium Foundation, funded projects aimed at making community facilities more accessible to people with disabilities so that they can take better advantage of volunteer and employment bridging opportunities.

To assist vulnerable adults, the ministry launched a province-wide clearinghouse and information and referral service called InfoAbility operated by three partner organizations. The Newcomer Settlement Program, introduced during the year, helped community agencies provide information, referral, counselling and other services to help immigrants start their new lives in Ontario. Administration and decision-making for the Ontario Aboriginal Economic Development Program was transferred to Aboriginal organizations.

The Ontario Human Rights Commission (OHRC), which enforces the *Human Rights Code*, is working to reduce the time required to process a complaint to an average of 12 months by the year 2000. The OHRC fell short of its interim target of a 16 month average case age due to the mid-year start up of new case management systems. A specialized mediation service became operational in September. More than 80 per cent of complaints mediated by the new service were settled within 90 days of being filed.

The ministry established the Ontario Medal for Young Volunteers and expanded its award programs to include all areas of volunteer activity.

Participation in Sport and Recreation

Thirty-three per cent of Canada's athletes at the Winter Olympics and Paralympics at Nagano, Japan were from Ontario – a tribute to the effectiveness of the partnership among the ministry, its sport partners and communities, and the ministry's investment in sport development. The ministry's support also helped 10,000 amateur coaches improve their skills through technical training. Overall, Provincial Sport Organizations increased their revenues from non-government sources to 68.8 per cent of the total, exceeding the 65 per cent target set for the year. The ministry assisted partner organizations to develop measuring tools and training resources to assess the quality of children's sport and recreation programs, as well as a multi-level certificate program to encourage physical activity among children. The ministry fielded Team Ontario at the 1997 Canada Summer Games and for the thirteenth time won the Canada Games flag. The ministry supported the Ontario Games for the Physically Disabled in New Liskeard, and the Ontario Winter Games in Peterborough. The ministry also worked to develop opportunities for young people to become positively engaged in sport and recreation, as part of its youth-at-risk strategy.

Preservation of Government Records

A survey of on-site users of the Archives of Ontario indicated a 93 per cent client satisfaction level. Under the Archives' leadership, the management of official records within government has been streamlined to reduce costs and focus preservation efforts on the most significant records.

1998-99 Commitments

Contribution of Arts and Culture to Ontario's Economy

The ministry will continue its work to find new ways to capitalize on the tourism potential of the arts and heritage sectors. The Cultural Attractions Trust Fund, announced in the 1998 Ontario Budget, is intended to further this objective by attracting and investing in major events at Ontario's cultural centres. The Arts Endowment Fund announced in the Budget will match and invest money for participating arts organizations that exceed fund raising targets.

The 1998 Budget contained measures to strengthen Ontario's competitive position in the film and television industry, including enrichment of the Ontario Computer Animation and Special Effects Tax Credit, enhancements to the Ontario Film and Television Tax Credit for domestic productions and introduction of the Ontario Production Services Tax Credit for foreign-based and non-Canadian-content productions shooting in the province.

The 1998 Budget also included a new Interactive Digital Media Tax Credit and a tax credit to encourage sound recording by emerging Canadian artists. The ministry will assist in implementing the Ontario Interactive Digital Media Industry Growth Fund recommended by an industry working group.

Participation in cultural pursuits will continue to grow. In total, Ontario's cultural agencies, science centres and provincially-supported community museums will attract 6.4 million visitors in 1998-99, a six per cent increase.

The ministry continues to work with community libraries and provincial library agencies to enhance service across Ontario. An additional 100 public libraries will upgrade electronic connections under the Network 2000 project.

Promotion of Human Rights, Equal Opportunity and Responsible Citizenship

As the 1998 Ontario Budget confirmed, the government is committed to the creation of an *Ontarians with Disabilities Act*. The ministry will help implement the Workplace Accessibility Tax Incentive proposed in the Budget to support the efforts of businesses to accommodate persons with disabilities. The ministry will also work with the Ministry of Finance on the expansion of the *Retail Sales Tax Rebate* proposed in the 1998 Budget, to include additional family members and non-family care providers who purchase personal-use vehicles to transport persons with disabilities.

The ministry will continue to improve the Equal Opportunity website and will develop more educational resources through partnership projects with employers and disability organizations. To improve access to professions and trades by persons trained abroad, the ministry will continue to work with regulating bodies and community groups in various occupational sectors. The Ontario Human Rights Commission will continue to work to resolve outstanding cases and see that complaints are handled expeditiously. The Community Linkages program will be launched to help the voluntary sector improve

services through Internet technology. A provincial forum involving leaders from the voluntary sector will have provided an opportunity to address common challenges.

Participation in Sport and Recreation

Provincial Sport Organizations expect to reach a target of 71 per cent of revenue from non-government sources. The ministry will continue to invest in initiatives aimed at increasing the participation of children and youth in sport. The number of amateur coaches trained will increase by six per cent. The ministry will collaborate with recreation partners to further develop the capacity of the recreation system and to determine the most efficient investment of taxpayers' dollars. The ministry will support three provincial games in 1998-99. The Ontario Games for the Physically Disabled will be hosted by Variety Village in Toronto in June. The Ontario Summer Games will take place in Guelph in August. The Ontario Senior Games / Actifest will held in Windsor in August. The ministry will also send Team Ontario to the 1999 Canada Winter Games in Corner Brook, Newfoundland in February.

Preservation of Government Records

The Archives will work with ministries to improve information management and ensure long-term accessibility of the official record as they make technological, administrative or organizational changes to programs. The Archives will continue to enhance public access services to its holdings.

CORE BUSINESSES

Citizenship

Enforce human rights legislation, and support and promote equal opportunity, responsible citizenship and voluntary action for the economic and social benefit of Ontario communities. The ministry supports efforts to eliminate discrimination and remove barriers to opportunities, co-ordinates provincial policy on immigration, supports immigrant settlement, assists the economic integration of persons trained abroad, enhances voluntarism in all sectors, promotes the interests of vulnerable adults and promotes community and economic development in Aboriginal communities.

Culture

Encourage the arts and cultural industries, protect Ontario's heritage and advance the public library system in order to maximize contributions to the province's economic and social vitality. The ministry promotes access to the arts and heritage resources, funds many of the province's foremost cultural institutions, strengthens cultural industries through a sectoral development approach and supports a first-rate province-wide library system that enhances the service capacity of individual public libraries. These activities help Ontarians define their cultural identity, generate employment opportunities and investment in Ontario, and provide educational experiences for children.

Sport and Recreation

Encourage involvement in sport, recreation and physical activity for the health, social and economic benefit of Ontarians and the communities in which they live. The ministry works with partners, clients and stakeholder organizations at both the provincial and community levels to provide opportunities for Ontarians of all ages to benefit from participation in healthy life styles. Sport, recreation and active living contribute to building communities, improving health, creating positive social behaviour and increasing economic growth.

Archives

Identify, preserve and provide access to the official, permanent record of the Government of Ontario and encourage public awareness and use of Ontario's documentary heritage. The Archives of Ontario works to reduce the cost of managing records across government while improving access to information. It preserves its collections as an irreplaceable public asset, while simplifying and streamlining archival operations and incorporating the strategic use of technology.

KEY STRATEGIES

To achieve its vision and deliver its core businesses, the ministry is guided by the following key strategies:

- market the economic vitality of our sectors and their growing contribution to Ontario's financial strength.
- encourage participation and involvement for the future vitality of communities in Ontario.
- promote and develop self-reliance and leadership among our partners.
- use the legislative tools of government to protect human rights, preserve our heritage, provide access to information and protect the historical record of Ontario.
- use innovative technology and business practices to achieve high-quality customer service to respond to the needs of our partners and the public.

KEY PERFORMANCE MEASURES

CITIZENSHIP			
Goals/Outcomes	Measures	Targets/Standards	98/99 Commitments
Complaints of discrimination are handled more expeditiously	Length of time to resolve a complaint.	Reduce to an average of 12 months by the year 2000 (a 45% improvement over the 1992 average case age of 22 months).	95% of cases over 3 years of age as at March 31, 1998 will be closed. Of the cases going to mediation, at least 50% will be resolved through mediation.
CULTURE			
Goals/Outcomes	Measures	Targets/Standards	98/99 Commitments
Opportunities for cultural and learning experiences made available to Ontarians and visitors through provincially supported facilities.	Attendance at provincial cultural agencies, science centres and provincially supported community museums.	Increase in total number of annual visitors.	6.4 million visitors (a 6% increase over 1997-98 attendance).
SPORT AND RECREATION			
Goals/Outcomes	Measures	Targets/Standards	98/99 Commitments
Sport and recreation in Ontario will become more self-sufficient through the use of volunteers and self-generated revenues.	Percentage of revenues that Provincial Sport Organizations derive from non-government sources.	By the year 2000, non-government revenue will have increased and represent 75% of the revenues of provincial sport organizations. Note: The ministry's initial target of 70% has been increased.	Non-government revenue will represent 71% of the revenues of provincial sport organizations.

ARCHIVES			
Goals/Outcomes	Measures	Targets/Standards	98/99 Commitments
Archival records of the government preserved and accessible to the public.	Percentage of customers satisfied with access and services provided by the Archives of Ontario.	93% on-site customer satisfaction level.	<p>Identify strategies to maintain current 93% level of on-site client satisfaction.</p> <p>Develop and conduct survey on remote access services by fall 1998 to determine customer satisfaction.</p>

1997-98 MINISTRY SPENDING BY CORE BUSINESS - INTERIM ACTUALS*

Ministry of Citizenship, Culture & Recreation

Operating	\$287 million
Capital	\$3 million
	1,005 staff

Citizenship**

Operating	\$45 million
Capital	\$3 million
	269 staff

Ontario Human Rights Commission
Board of Inquiry
Ontario Trillium Foundation

Culture**

Operating	\$197 million
	439 staff

Art Gallery of Ontario
McMichael Canadian Art Collection
Ontario Arts Council
Ontario Film Development Corp.
Ontario Heritage Foundation
Ontario Library Services

Ontario Library Services - North
Ontario Science Centre
Royal Botanical Gardens
Royal Ontario Museum
Science North
TVOntario

Sport & Recreation

Operating	\$19 million
	71 staff

Archives of Ontario

Operating	\$7 million
	74 staff

Ministry Administration

Operating	\$19 million
	152 staff

Note: Staff numbers are shown as full-time equivalents.

* PSAAB based

** Budget figures include all agencies. Staffing numbers include Schedule 1 agencies -- Ontario Film Development Corporation, Ontario Heritage Foundation, Ontario Science Centre, Ontario Human Rights Commission.

1997-98 MINISTRY APPROVED ALLOCATIONS BY CORE BUSINESS - PLAN*

Ministry of Citizenship, Culture & Recreation

Operating	\$307 million
Capital	\$5 million
	1,005 staff

Citizenship**

Operating	\$49 million
Capital	\$4 million
	270 staff

Ontario Human Rights Commission
Board of Inquiry
Ontario Trillium Foundation

Culture**

Operating	\$217 million
	450 staff

Art Gallery of Ontario	Ontario Science Centre
McMichael Canadian Art Collection	Royal Botanical Gardens
Ontario Arts Council	Royal Ontario Museum
Ontario Film Development Corp.	Science North
Ontario Heritage Foundation	TVOntario

Sport & Recreation

Operating	\$15 million
Capital	\$1 million
	65 staff

Archives of Ontario

Operating	\$7 million
	70 staff

Ministry Administration

Operating	\$19 million
	150 staff

Note: Staff numbers are shown as full-time equivalents.

* PSAAB based

** Budget figures include all agencies. Staffing numbers include Schedule 1 agencies -- Ontario Film Development Corporation, Ontario Heritage Foundation, Ontario Science Centre, Ontario Human Rights Commission.

WHO TO CALL

For more information on ministry programs or for copies of the ministry's business plan please visit our website -- www.gov.on.ca/MCZCR.

The address for our Equal Opportunity Website, Gateway to Diversity, is www.equalopportunity.on.ca and can also be accessed through the ministry site.

Ministry programs are delivered at the community level by the ministry's Regional Services Branch, which has 21 offices located across the province. To speak to a consultant who serves your community, please call:

Kitchener	1-800-265-2189
Thunder Bay	1-800-465-6861
Ottawa	1-800-267-9340
Toronto	(416) 314-6685

Questions or comments about the ministry's business plan are welcomed and should be addressed to:

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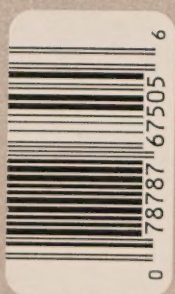
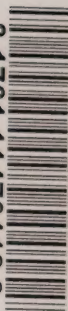
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